

Performance Indicator	What we measure	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Target CS1 Contact Centre calls answered within 20 seconds (%)	In-Month performance	44.71	54.65	62.31	53.37	64.75	57.02	72.42	71.90	83.68	76.95	79.27	66.10
	Year to date target	20	22.5	25	27.5	30	32.5	35	37.5	40	42.5	45	46.5
	Year to date actual	44.71	49.33	53.18	53.23	55.41	55.67	58.09	59.82	61.77	63.33	64.74	64.88
Target CS2 Contact Centre calls handled (%)	In-Month performance	84.73	87.32	90.23	87.37	94.15	92.64	96.15	94.77	94.54	97.14	98.36	92.37
	Year to date target	50	52.5	55	57.5	60	62.5	65	67.5	70	72.5	75	80
	Year to date actual	84.73	86.03	87.43	87.41	88.76	89.41	90.37	90.92	91.32	91.90	92.49	92.48
Target CS3 Customer queries resolved at first point of contact (%)	In-Month performance	95.3	95.1	94.9	95.1	94	94.6	94	94.4	94.6	99.4	94.2	95
	Year to date target	85	85	85	85	85	85	85	85	85	85	85	85
	Year to date actual	95.3	95.2	95.1	95.1	94.9	94.83	94.71	94.67	94.66	95.14	95.05	95.05
Target CS4 Customers satisfied by our service (%)	In-Month performance	This is measured as an annual exercise during February only										96%	
	Year to date target											90	
	Year to date actual											96%	